

**OFFICE OF THE DEFENDER GENERAL
JOB SPECIFICATIONS – CASE AIDE – PG 15**

Class Definition:

Paraprofessional and clerical work for the Office of the Defender General involving assistance to staff attorneys and investigators. Duties include, but are not limited to, assisting in the development and monitoring of SRS case plans and reviews, assisting the investigator in routine tasks, and assisting in the provision of clerical support. Work is performed under the supervision of the public defender staff attorneys.

Examples of Work:

Conducts initial interviews with clients, assists with the public defender application process, and gathers information for use in eligibility determination or case intake. Provides program and service information to public defender clients. Refers clients to other agencies, community resources, and service providers, as appropriate. Obtains necessary verifications, release forms, and records. Schedules client appointments with attorneys and investigators. May attend SRS administrative reviews and assist in development of case strategies, under close supervision of public defender staff attorneys. May meet with clients to assess status of compliance and progress with SRS case plans. May conduct or assist with witness interviews, including preservation of information and documentation of facts, and serve subpoenas. Maintains case documentation, transfers or closes files, and ensures correct and consistent data entry of case information. Provides clerical support for office operations, including assistance with answering the telephone, typing correspondence, memos and other materials, transcription and/or verifying transcription, and assisting the Administrative Secretary as needed. Performs related duties as required.

Knowledge, Skills and Abilities Required for Class Entry:

Working knowledge of standard office practices, procedures and equipment, including filing systems and practices and operation of a standard keyboard. Knowledge of interviewing principles and practices. Awareness of casework principles and practices. Ability to exercise sound judgment in a variety of need situations. Ability to comprehend and follow moderately complex written and oral instructions. Ability to acquire and organize pertinent data in a logical, coherent manner. Ability to prepare written reports in a prescribed format. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships. Ability to deal tactfully with clients and the general public. Ability to work independently and make decisions.

Knowledge, Skills and Abilities Required for Full Class Performance:

Considerable knowledge of departmental rules and policies pertinent to the position and the ability to apply them to work problems. Considerable knowledge of and skill in the use of office machines and equipment, including word processing equipment. Working knowledge of casework record maintenance procedures. Ability to plan work routines and implement work assignments with increasing independence and effectiveness as experience is acquired. Ability to assist in client and witness interviews on an as needed basis.

Environmental Factors:

Duties are performed primarily in a standard office setting, but with occasional travel for which private means of transportation must be available. Incumbents will be confronted with a variety of need or care assistance situations at which strong emotions and opinions may be present. The nature of work may require performance outside of normally assigned duty hours.

Minimum Qualifications:

High school graduation or equivalent. One year of office clerical experience which included typing, word processing or other generation of documents, plus one year of direct client service experience. Completion of a one-year vocational/technical training program in business and office occupations or related area may be substituted for the one year of clerical experience. College coursework may be substituted for up to one year of the work experience on a semester for six months basis.